

1. (Currently Amended) A network system connected with an online goods and services provider (GSP) selling goods-or-services to a customer through the network system, the network system further comprising:

a networked server managed by an after-sales-service and customer care (ASCC) center connected through said network system to a customer's computer for said customer to select and receive an electronic ASCC voucher from said ASCC center wherein said ASCC voucher defining an ASCC program and representing a value corresponding to a selection and purchase of said ASCC program made by said customer related to sales of said goods-or-services wherein:

said networked server of said ASCC center transmits said electronic ASCC voucher as a computer file to said customer's computer for said customer to control and transmit said electronic voucher as a customer's computer file defining said ASCC program through said network system for paying for said ASCC program to an after-sales-service and customer care (ASCC) provider selected by said customer by using said value represented by said ASCC voucher.

2. (Currently Amended) The network system of claim 1 further comprising:

an after-sales-service and customer care (ASCC) provider's computer of said after-sales-service and customer care (ASCC) provider connected to said network system for receiving said electronic ASCC voucher transmitted over said network system from said customer's computer as a the customer's computer file defining said ASCC program for said ASCC provider to carry out said ASCC program for said customer as defined in said electronic ASCC voucher and submitting said voucher from said ASCC provider's computer for receiving a payment according to said value represented by said electronic ASCC voucher.

3. (Currently Amended) The network system of claim 1 wherein:

said networked server of said after-sales-service and customer care (ASCC) center further generates and issues an incentive voucher for transmitting to said customer's computer as an incentive voucher computer file for said customer to receive into the customer's computer as a customer's incentive computer file containing the incentive voucher to reward said ASCC provider selected by said customer to carry out the ASCC program according to a value defined by said incentive voucher and according to a customer satisfaction assessment by said customer.

4. (Currently Amended) The network system of claim 1 wherein:

said networked server of said ASCC center further includes a virtual-direct network communicating processor for establishing a virtual-direct network communication between said customer's computer of said online customer and said ASCC provider's computer of said ASCC provider selected by said customer to arrange for said ASCC program and for transmitting said electronic ASCC voucher defining said ASCC program as the customer's computer file over said network system.

5. (Previously Presented) The network system of claim 4 wherein:

said networked server of said ASCC center comprising said virtual-direct network-communication processor further comprises a stream-socket processing program for providing stream-sockets for connecting network messages transmitted between said customer's computer of said online customer and said networked server of said ASCC center and between said ASCC provider's computer of said ASCC provider and said networked server of said ASCC center to establish a stream-socket connected direct communication between said online customer and said ASCC provider\_selected by said customer.

6. (Previously Presented) The network system of claim 1 wherein:

said networked server of said ASCC center further includes an ASCC database for keeping a record related to and defined by said ASCC program.

7. (Previously Presented) The network system of claim 6 wherein:

said networked server of said ASCC center comprising said ASCC database further includes a database manager for organizing said record kept in said ASCC database according to said online GSP, said online customer and said ASCC provider selected by said customer.

8. (Currently Amended) A network system connected with an online goods and services provider (GSP) selling goods-or-services to a customer through the network system, further comprising:

a GSP server connected to said network system and managed by said online GSP wherein said GSP server further includes an electronic ASCC voucher issuing processor for generating a plurality of electronic ASCC vouchers to allow said customer to select and obtain an electronic ASCC voucher transferred through said network system to said customer as a computer file wherein:

said electronic ASCC voucher as computer file transmitted through said network system defining a value for payment of an ASCC program related to sales of said goods-or-services for said customer to control and transmit said electronic ASCC voucher as a customer's computer file defining said ASCC program for paying to an after-sales-service and customer care (ASCC) provider selected by said customer for said ASCC program by using said value represented by said ASCC voucher.

9. (Currently Amended) The network system of claim 8 further comprising:

an ASCC provider's computer managed by said after-sales-service and customer care (ASCC) provider selected by said customer connected to said network system for receiving said electronic ASCC voucher defining said ASCC program transmitted over said network system as the customer's computer file from said customer for carrying out said ASCC program for said customer as defined in said electronic ASCC voucher and for said ASCC provider to submit said ASCC voucher for receiving a payment according to said value represented by said electronic ASCC voucher.

10. (Currently Amended) The network system of claim 8 wherein:

said GSP server comprising said electronic voucher issuing processor further connecting to said customer through said network system for said customer to select and receive an incentive voucher as a computer file transmitted through said network system into a customer's networked device for said customer to reward said ASCC provider selected by said customer to carry out the ASCC program with a value defined by said incentive voucher and according to a customer satisfaction assessment by said customer.

11. (Currently Amended) The network system of claim 8 wherein:

said GSP server connected to said network system further includes a virtual-direct network communicating processor for establishing a virtual-direct network communication between a customer's computer of said online customer and said ASCC provider's computer of said ASCC provider selected by said customer to arrange for said ASCC program and for transmitting said ASCC voucher defining said ASCC program over said network system to make a payment according to said value defined by said electronic ASCC voucher for said ASCC program.

12. (Currently Amended) The network system of claim 8 wherein:

said electronic ASCC voucher as said customer's computer file defining said ASCC program further includes an automatic reminder for issuing a reminding message to said customer about information related to said ASCC program.

13. (Previously Presented) The network system of claim 8 wherein:

said GPS server comprising said electronic ASCC voucher issuing processor further includes an ASCC database for keeping a record related to said ASCC program defined by said electronic ASCC voucher.

14. (Previously Presented) 14. The network system of claim 13 wherein:

said GPS server comprising said electronic ASCC voucher issuing processor further includes a database manager for organizing said record kept in said ASCC database.

15. (Currently Amended) A network system connected with an electronic commerce (e-commerce) server of an online goods and services provider (GSP) selling goods-or-services for conducting an electronic commerce (e-commerce) transaction on said network wherein said network system wherein:

said e-commerce server generating a computer file comprising an electronic after-sales-service and customer care (ASCC) voucher for transmitting over said network to a customer wherein said customer receives said ASCC voucher into a customer's networked device as a customer's electronic file with said ASCC voucher defining an after-sales service and customer-care (ASCC) program having an ASCC voucher identifier unique to said e-commerce transaction for defining a value for said customer to control and transmit said electronic voucher as said computer file to an after-sales-service and customer care (ASCC) provider selected by said customer for paying for ~~the an~~ after-sales service and customer care (ASCC) program and also for tracking said after-sales service and customer care (ASCC) program.

16. (Currently Amended) The network system of claim 15 wherein:

said customer's networked device comprises a customer's computer managed by an online customer to select and receive said customer's computer file comprising said electronic ASCC voucher defining said ASCC program from said network system for ready to process said ASCC program defined by said electronic voucher by sending said customer's computer file comprising said ASCC voucher to said ASCC provider selected by said customer.

17. (Currently Amended) The network system of claim 15 further comprising:

an ASCC provider's computer managed by said after-sales-service and customer care (ASCC) provider selected by said customer to receive said customer's electronic file comprising said electronic ASCC voucher defining said ASCC program transmitted over said network from said customer to said ASCC provider for receiving a payment according to said value defined by said electronic voucher for performing said ASCC program defined and tracked by said electronic ASCC voucher.

18. (Currently Amended) The network system of claim 15 further comprising

a networked server managed by an after-sales-service and customer care (ASCC) center for connecting to said customer's computer of said customer for said customer to select and receive said customer's computer file comprising said electronic ASCC voucher defining said ASCC program and for said customer to coordinate and track said ASCC program defined by said electronic voucher.



19. (Previously Presented) The network system of claim 18 wherein:

said networked server managed by said ASCC center further includes an ASCC database for recording data related to said ASCC program using said ASCC voucher identifier.

20. (Currently Amended) The network system of claim 18 wherein:

said customer's networked device comprises a customer's computer connected to said network system managed by an online customer for carrying out said e-commerce transaction with said online GSP through said e-commerce server and selecting and receiving said customer's computer file comprising said electronic ASCC voucher defining said ASCC program from said networked server managed by said ASCC center for processing said ASCC program defined by said electronic voucher;

an ASCC provider's computer managed by said after-sales-service and customer care (ASCC) provider selected by said customer; and

said networked server managed by said ASCC center further includes a virtual-direct network communication processor for enabling a virtual-direct network communication between said online customer and said ASCC provider selected by said customer for transmitting said computer file comprising said ASCC voucher defining said ASCC program over said network system to said ASCC provider to arrange for carrying out and to pay for said ASCC program defined and track by said ASCC voucher.

21. (Currently Amended) The network system of claim 15 further comprising:

a networked server connected to said network system managed by an after-sales-service and customer care (ASCC) center for issuing said electronic ASCC voucher defining said ASCC program and for coordinating, tracking and carrying an insurance policy for covering liabilities related to said ASCC program.

22. (Currently Amended) A network system connected with an online goods and services provider (GSP) selling goods-or-services to an online customer through the network system, the network system further comprising:

a networked server connected to said network system and managed by an after-sales-service and customer care (ASCC) center for connecting to a customer's computer managed by said customer for said customer to select and receive into said customer's computer a customer's computer file transmitted through said network system comprising an electronic ASCC voucher defining an ASCC program and a value for payment of the ASCC program related to sales of said goods-or-services;

a plurality of ASCC provider's computer connected to the network system managed by a plurality of after-sales-service and customer care (ASCC) providers for said customer to control and transmit said customer's computer file comprising said electronic voucher defining said ASCC program and said value of payment to a selected ASCC provider for paying for said ASCC program by using said value represented by said ASCC voucher;

said networked server managed by said ASCC center having an ASCC database for storing a record for each of said ASCC providers for allowing said online customer to review and to chose a selected ASCC provider;

said networked server managed by said ASCC center further includes a virtual-direct network communicating processor for enabling a virtual-direct network communication between said online customer and said selected ASCC provider to arrange for said ASCC program and for said online customer to transmit said ASCC voucher as payment to said selected ASCC provider over said network; and

said networked server managed by said ASCC center further generates and transmits to said customer a plurality of computer files comprising incentive vouchers for said online customer to reward said selected ASCC provider according to a customer satisfaction assessment by said customer.

23. (Previously Presented) The network system of claim 1 wherein:

said network system is a wireless system.

24. (Previously Presented) The network system of claim 8 wherein:

said network system is a wireless system.

25. (Previously Presented) The network system of claim 15 wherein:

said network system is a wireless system.

26. (Previously Presented) The network system of claim 22 wherein:

said network system is a wireless system.